



# NEWS

From County Supervisor Paul Biane

[www.sbcounty.gov/Biane](http://www.sbcounty.gov/Biane)

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## **Supervisor Biane Lauds Progress on Telephone Emergency Notification System (TENS)**

**San Bernardino, CA** - The Board of Supervisors authorized the extension of the Telephone Emergency Notification System (TENS) to include all of the County of San Bernardino and to expand its services to include all phone numbers within the County to best serve all of the residents of San Bernardino County.

TENS acts as a “reverse 9-1-1,” which allows emergency personnel to call residents in a certain area to alert them to potential danger in their area. The County of San Bernardino has contracted with Dialogic Communications Corporation to perform the automated calls. This system has been used successfully six times; the system alerted residents to flood warnings and multiple road closures. The Flood Area Safety Taskforce (FAST) and CONFIRE JPA initiated the calls to residents.

Additionally, the Board of Supervisors allocated funding for a Computer Mapping Technician to provide support services for TENS. The County would cede main day-to-day management of TENS to CONFIRE JPA, which would manage the system on behalf of the County. The Board of Supervisors also directed County staff to develop policy to enumerate “proper usage” of the TENS system in the contract with Dialogic Communications Corporation.

“By expanding our services to include cities and other governmental agencies, the County is, again, working in the best interests of the constituents regardless of where they happen to live,” said Supervisor Biane. “I support this program because it allows emergency personnel to get to the residents before disaster strikes.”

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